

The Missouri Public Service Commission

Informed Consumers, Quality Utility Services, and a Dedicated Organization for Missourians in the 21st Century

THE COLD WEATHER RULE

The Cold Weather Rule was adopted by the Missouri Public Service Commission in 1977 to help protect consumers during the winter months. The rule applies to natural gas and electric utilities under PSC jurisdiction that provide heat-related service. Municipally operated systems, cooperatives, and those that provide propane delivered by truck are not required to adhere to the Cold Weather Rule because those entities are not under PSC jurisdiction.

Some Facts

- Prohibits disconnection of service when the temperature is forecasted to drop below 30 degrees.
- Allows you to budget your payments over 12 months.
- Allows you to extend payment of pre-existing arrears beyond 12 months.
- Does not require a deposit if payment agreement is kept.
- Requires that you be notified by mail, and an attempt in person, before your service is shut off.
- Allows you to register with the utility if 60 years of age or older or if you are disabled.
- Requires you to be notified of possible financial help in paying your bill.
- Allows reconnection of your service for less than the full amount owed.

Questions and Answers

Q: When is the rule in effect?

A: November 1 through March 31.



Q: What must I pay if I cannot pay my full bill?

A: First the utility must offer you a 12-month budget plan.



Q: What if I can't afford payments under a 12-month budget plan because I already owe a balance?

A: If you have a past due balance, you may make arrangements to pay it over a period longer than 12 months.



Q: Do I have to pay a deposit?

A: No, as long as you keep your payment agreement.

► Programs like the Low Income Home Energy Assistance Program (LI HEAP) can assist you in paying heating bills. For more information, contact your local Community Action Agency.

► For more information on The Cold Weather Rule, contact the Missouri Public Service Commission at 1-800-392-4211.

For more information _____



Created in 1913, the Missouri Public Service Commission (PSC) regulates over 1,000 investor-owned telecommunications, water and sewer, natural gas, electric and steam utilities. The PSC works to ensure that Missouri citizens receive safe, reliable and reasonably priced utility services. If you have an inquiry, billing question or service-related problem that your utility provider cannot answer, please call the PSC at **1-800-392-4211** or visit our website at www.psc.mo.gov